National Practitioner Data Bank
Healthcare Integrity and Protection Data Bank
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FACT SHEET ON VIEWING BILLING HISTORY THROUGH THE IQRS

The Integrated Querying and Reporting Service (IQRS) offers a *Billing History* screen (Figure 1) for entities and agents to better reconcile query charges as they appear on Electronic Funds Transfer (EFT) or credit card statements.

The *Billing History* screen consists of a table containing the following columns: Data Bank Control Number (DCN), Data Bank Queried, Bill Date, Queries Charged/Total Queries (Queries Chrgd/Queries), Payment Type (Pymt Type), Account Number (last four digits) (Acct Num (Last Four Digits), Charge Receipt, Bill Status, and Agent.

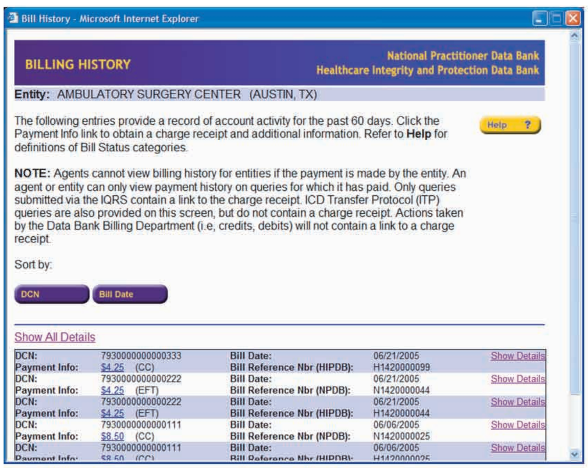

Figure 1. Billing History Screen

To view your billing history, go to the Data Banks' Web site, located at *www.npdb-hipdb.hrsa.gov*. Click the **Go to the IQRS** logo on the right side of the screen. On the *Login* screen, provide your organization's Data Bank Identification Number (DBID), User ID, and User Password.

Accessing the Billing History Screen

Internet access with a Web browser is required for using the IQRS. For details about IQRS features, system requirements, and security features, see the *Fact Sheet on the Integrated Querying and Reporting Service*, available on the NPDB-HIPDB Web site. Fact sheets on query fees, how to submit a query, and how to download a query are also available on the Web site.

Once you have logged into the IQRS, follow the applicable directions below:

1. If you are an entity wishing to view your organization's billing history, click **Continue** on the *Log In* screen, then click **View Billing History** on the *Options* screen. The *Billing History* screen displays. Under this scenario only, an "Agent" column also displays on the *Billing History* screen after the "Bill Status" column. It indicates "Y" for yes if the query was submitted by an agent (and charged to the entity), or "N" for no if the query was submitted by the entity and not the agent.

2. If you are an agent operating on behalf of an entity, enter the entity's DBID in the field provided on the *Agent Registration Confirmation* screen and click **Agent Acting on Behalf of Entity with DBID**. Click **Continue**. Next, click **View Billing History** on the *Options* screen. The *Billing History* screen displays. "Bill Status" is the last column to appear on the *Billing History* screen. Under this scenario, you can view charges you incurred for queries submitted on behalf of this entity. You may also query and report on the entity's behalf.

3. If you are an agent operating on your own behalf to reconcile charges incurred for all entities, click **Entity Acting on Behalf of Itself** on the *Log In* screen. Click **Continue**, and then click **View Billing History** on the *Options* screen. The *Billing History* screen displays. Under this scenario, you can view charges for all entities, organized by their DBID. You may also query and report on your own behalf if you are also an eligible entity. The *Billing History* screen is also accessible from the *Query Status* screen. Click **View Billing History** on the *Query Status* screen to display the billing history for all DCNs that appear on that screen. Click a Detail link in the "Billing History" column to display the billing history for a particular DCN only.

When users have more than 100 queries in their billing histories, the *Billing History Range* screen (Figure 2) displays after **View Billing History** is selected on the *Options* screen.

The *Billing History Range* screen serves as a filter to limit the number of charges that display on the *Billing History* screen. When you see this screen, enter dates in the format MMDDYYYY (without any hyphens or dashes) in the From and To fields on the screen and click **View Billing History**. The *Billing History* screen displays.

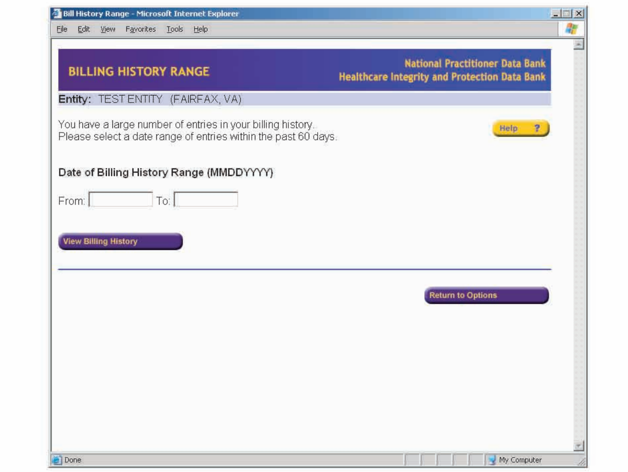

Figure 2. Billing History Range Screen

Information Available on the Billing History Screen

The *Billing History* screen consists of a table containing the following information: the DCN assigned to the query submission, the Data Bank(s) queried, the number of queries processed and charged compared to the total number of queries in that submission, the date the credit card or EFT account was charged, the amount charged, the type of payment used, the last four digits of the account number, and the processing status of the bill. The following list describes the content of each of these topics in the billing history table.

DCN: This column shows the DCN for each query response.

Data Bank Queried: This column indicates which Data Bank was queried—either NPDB or HIPDB.

Bill Date: This column shows the date on which a query was charged. This date may be different than the date the query was actually submitted.

Queries Chrgd/Queries: The first figure of this column represents the number of query charges; the second figure shows the total number of queries submitted. Sometimes the number of queries charged differs from the number of queries submitted. Some query names require additional processing time and are returned as separate query response files. Thus, you may receive several charge receipts for a single query submission. The first figure of this column shows the number of query charges listed on a particular charge receipt. Separate charge receipts show additional charges, if necessary.

Pymt Type: This column shows either EFT or credit card (CC) as the form of payment.

Acct Num: This column shows the last four digits of your EFT or credit card account number.

Charge Receipt: This column shows the total dollar amount charged to your EFT or credit card account. Click on a dollar amount to view the charge receipt and additional information.

Bill Status: This column shows the billing status: Call Customer Service Center, Completed, Credit, Free, In Billing, Pending, or Rejected.

- Call Customer Service Center: There is a problem in billing your account. Please call the NPDB-HIPDB Customer Service Center at 1-800-767-6732.
- Completed: Query has been processed and billed.
- Credit: Your EFT or credit card account has been credited the value shown in the "Charge Amount" column.
- Free: There is no charge for your query.
- In Billing: There is an EFT billing problem. Call the NPDB-HIPDB Customer Service Center at 1-800-767-6732. Failure to do so could result in the closure of your EFT account.
- Pending: Your query is still being processed.
- Rejected: Your credit card is either invalid, expired, or has been denied.

Agent: This column displays only when logged in to the IQRS as an entity. It shows "Y" for yes if the query was submitted by an agent (but charged to the entity), or "N" for no if the query was submitted by the entity. If you are logged in as an agent acting on behalf of an entity, you will not see the "Agent" column.

Entity DBID: This column displays only when logged in to the IQRS as an agent operating on behalf of itself to reconcile charges incurred for all its entities. It shows the corresponding entity DBID for each query made by the agent. If you are logged in as an agent acting on behalf of an entity, you will not see the "Entity DBID" column.

Transactions are cleared from the *Billing History* screen every 60 days. In order to view and print the billing records of a transaction with the Data Banks, you must check the screen within 60 days of the transaction.

Additional Assistance

The *Billing History* screen, *Query Status* screen, and *Billing History Range* screen contain detailed help files to assist you. These resources are accessible on each screen by clicking the **Help** button.

If you find an error in your billing history, note your DBID, the date of the query submission, and the DCN of that query (if available), and contact the NPDB-HIPDB Customer Service Center by e-mail at *npdb-hipdb@sra.com* or by phone at 1-800-767-6732 (TDD: 1-703-802-9395). Information Specialists are available to speak with you weekdays from 8:30 a.m. to 6:00 p.m. (5:30 p.m. on Fridays) Eastern Time. The NPDB-HIPDB Customer Service Center is closed on Federal holidays.